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April 21, 2004

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, MA 02110

Re: Investigation by the Department of Telecommunications and Energy into Berkshire Gas Company's 2003 Service Quality Report, filed pursuant to *Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.T.E. 99-84, (June 29, 2001)*, D.T.E. 04-13.

Dear Ms. Cottrell:

Enclosed for filing please find an original and seven (7) copies of the Attorney General's Comments together with a Certificate of Service.

Very truly yours,

Wilner Borgella, Jr.
Assistant Attorney General
Utilities Division
Office of the Attorney General
200 Portland Street, 4th Floor
Boston, MA 02114
(617) 727-2200 ext. 3449

WB/wb

Enc.

cc: Jody Stiefel, Hearing Officer (w/enc.)
Service List (w/enc.)